



Housing, Homelessness & Rough Sleeping Strategy 2018-23



Action Plan Update 2022

Outcome 1: Increasing the provision of affordable housing

ACTION	TARGETS OR MILESTONES	TARGET DATE	LEAD/ PARTNERSHIPS
<p>We will use our housing supply working groups to oversee progress towards identifying sites and evaluating their suitability for acquisition and the delivery of affordable housing and private rented (PRS) accommodation</p>	<p>Pipeline of potential 106 acquisitions and land led schemes identified</p> <p>Emerging overarching CBC Housing Investment Plan to inform priorities for delivery of new homes</p> <p>Target 65 Private Rented Homes delivered or in pipeline (CBH are currently reflecting on the reality of the strong market conditions we are experiencing locally to ensure we are well placed to meet this target)</p> <p>Delivery target of 107 affordable homes, of which it is anticipated that 78 will be 'additionality'</p>	<p>Ongoing through 2022/23 and beyond</p> <p>2022/23</p> <p>Ongoing</p> <p>2022/23</p>	<p>Housing Strategy & Partnerships Manager and Cheltenham Borough Homes via the following partnership arrangements:</p> <p>Cabinet Member Working Group Strategic Housing Delivery Group</p>
<p>We will identify use of commuted sums and Homes England grant funding to enable delivery of affordable homes that might otherwise be unviable.</p>	<p>Identification of land and property that would not be viable for the delivery of affordable homes without the injection of commuted sums</p>	<p>Regular review and allocation during 2022/23</p>	<p>Housing Strategy & Partnerships Manager</p> <p>Cheltenham Borough Homes</p> <p>Other Registered Providers</p>

We will ensure that appropriate governance arrangements are in place to enable delivery	Cabinet Approval of any changes to CBC-CBH Management Agreement and Articles of Association, if required. Review/clarify roles and responsibilities across CBC-CBH to support agility	Summer 2022 2022/23	Housing Strategy & Partnerships Manager Cheltenham Borough Homes
We will actively monitor development and show how CBC is delivering against housing requirement targets.	Via annual housing monitoring report	Winter 2022	Planning Policy
We will undertake a new Joint Strategic Plan Housing Review	Draft Plan (reg.18) Pre-Submission (reg. 19) Submission to Secretary of State Adoption	Spring 2023 Autumn 2023 Spring 2024 2025	Planning Policy Tewkesbury Borough Council Gloucester City Council
We will provide training to Members on planning, and identify other engagement activities which will be carried out on an annual basis	Timetable agreed Delivery of activities	Ongoing	Development Management
We will keep under review the Leader's Allocations of Executive Functions to ensure it provides sufficient agility to enable the acquisition of homes for affordable housing purposes	Review as needed in light of future acquisition programme	Ongoing	Housing Strategy & Partnerships Manager Property Services Cheltenham Borough Homes
We will increase transparency for developers regarding our expectations over the delivery of	Affordable Housing Supplementary Planning Document:		Affordable Housing Partnership (CBC leading)

affordable homes, thereby speeding up the negotiation process on s106 agreements	Consultation Adoption – full council	2022/23	Housing Strategy & Enabling Head of Planning
	First Homes Supplementary Planning Document		
	Consultation Adoption – full council	Summer 2022 Autumn 2022	
We will co-create a joint workplan with the recently refreshed and recruited Affordable Housing Partnership of Preferred Providers	Work plan agreed with Preferred Providers and LAs within the JCS area, to include:	Complete	Affordable Housing Partnership (CBC leading)
	- Update to the JCS precedent s.106 agreement	Complete	
	- Update to the JCS precedent s.106 Guidance Notes	Summer 2022	
	- Agree 6 monthly monitoring arrangements re preferred Provider outcomes	Summer 2022	

Outcome 2- Making best use of housing and improving our neighbourhoods

ACTION	TARGETS OR MILESTONES	TARGET DATE	LEAD/ PARTNERSHIPS
We will roll out a programme of identification and inspection of HMOs across the borough to ensure that any remediation works are	Data collection completed and commencement of St Peter's Ward survey	currently on hold pending outcome of county –wide House Condition Survey 22/23	Enforcement Manager

carried out, and to ensure that the management standards meet the regulatory requirements	Prepare for St Pauls Ward Survey and associated data collection in connection with article 4 direction requirements.	August 2022 (commence) March 2023 (complete)	Enforcement Manager
We will jointly commission a county-wide housing condition survey	Specification agreed Procurement/tender Contract with successful provider and implementation	March 2023	Enforcement Manager
We will investigate whether CBC can adopt nationally described space standard for all new dwellings	Adopt as part of the Joint Strategic Plan	2025	Planning Policy
We will reduce the number of households with Health & Safety Hazards by identifying properties and ensure appropriate action is taken	We will aim to increase the safety of more than 600 households during 2022/23	March 2022	Enforcement Manager
We will improve standards in the private rented sector through the council's accreditation scheme 'Fit for rent'	The Enforcement team will continue to make accreditation inspections on request in 2022/2023.	Ongoing	Enforcement Manager
We will reduce the number of empty homes in the Borough	We will establish joint protocol arrangements with CBH over the potential acquisition of long term empty homes for use as affordable housing.	2022/23	Enforcement Manager
	We will review internal resourcing with a view to increasing our focus on reducing the number of long term empty homes.	Complete	Enforcement Manager
		Ongoing	Enforcement Manager

	Options for use of Compulsory Purchase Orders (CPOs) will continue to be explored on bringing the most difficult properties back into use in conjunction with formalised negotiation procedures.		
We will regularly monitor and review performance of the jointly commissioned Warm & Well scheme	Aim for c.40 energy efficiency measures to be implemented, with potential savings estimated to be c.£10,000 to those households benefiting	Spring 2023	Enforcement Manager
We will install new more thermally efficient windows and doors throughout all of our council homes	Completion of door renewal programme Completion of window replacement programme	March 2023 March 2022	Cheltenham Borough Homes – Head of Technical & Investment Services
We will improve the energy performance of our council homes	c. 1000 remaining homes to have boilers replaced. We will provide individual support to tenants in relation to their energy usage, bills and savings where they are referred by their Tenancy Management Officer or the Benefits and Money Advisor to ensure that their properties are effectively insulated We will undertake a pilot ‘deep retrofit’ of 2 low energy performing council homes as part of our successful bid for grant funding under the Social Housing	March 2023 Ongoing Summer 2022	Cheltenham Borough Homes – Head of Technical & Investment Services Cheltenham Borough Homes – Head of Technical & Investment Services

	Decarbonisation Fund Demonstrator Project . Valuable learning from this pilot will be used to inform future projects for decarbonising homes.		
	We will progress with our first carbon neutral ‘pilot’ scheme to redevelop a former garage site (providing 4 new council-owned affordable homes)	2022/23	Cheltenham Borough Homes Head of Development
	We will implement Wave 1 of the Social Housing Decarbonisation Project, improving the energy efficiencies of 50-60 council-owned homes	2022-23	Cheltenham Borough Homes – Head of Technical & Investment Services
	Preparation for Wave 2 of the Social Housing Decarbonisation Grant funding bid.	2022-23	Cheltenham Borough Homes – Head of Technical & Investment Services
	We will develop a Carbon Reduction Action Plan as part of CBC’s declared climate emergency.	Options Appraisal complete with a fabric first approach being taken, in line with Government funding programmes	Cheltenham Borough Homes – Head of Technical & Investment Services
	SAP rating target 73	Spring 2023	
	All homes will have a minimum SAP rating of 60	Spring 2024	

We will implement an Asset Management modelling toolkit to understand the Net Present Value of our council homes, to enable the council to make more informed decisions about future investment options of our council homes.	Re-testing following installation of new QL Housing Management system	Summer 2022	Cheltenham Borough Homes – Head of Technical & Investment Services
We will maintain compliance with the Decent Homes Standard and consider potential options for the remaining non-traditional builds with a view to progressing with the most appropriate solutions	Identified as part of Capital Investment Programme % of dwellings deemed non-decent target: 0.25%	Ongoing Spring 2023	Cheltenham Borough Homes – Head of Technical & Investment Services
We will undertake improvements to selected sheltered housing dwellings following outcome of commissioning review	Implementation of a new warden call system Implement a programme for the upgrade of communal finishes on remaining schemes – including the creation of two new community hubs at Popes Close in the town centre, and at Coopers Court, Charlton Kings	Winter 2023 2022/23	Cheltenham Borough Homes – Head of Technical & Investment Services
We will implement our Help to Move Scheme to incentivise downsizing	Implement following review of successful pilot during 2020/21	Ongoing	Cheltenham Borough Homes – Head of Housing Services

Outcome 3A - Tackling Homelessness

ACTION	TARGETS OR MILESTONES	TARGET DATE	LEAD/ PARTNERSHIPS
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<p>We will work with partners to ensure the Ukraine Sponsorship Scheme is implemented effectively</p>	<p>Implementation of a consistent county-wide approach to the Sponsor 'thank you' payments initiative,</p> <p>Review the above</p> <p>Development and implementation of a re-matching scheme in the event of failed placements</p>	<p>Spring/Summer 2022</p> <p>2022/23</p> <p>Spring/Summer 2022</p>	<p>Housing Strategy & Partnerships Manager</p> <p>Head of Revenue & Benefits</p> <p>District Authority Leads</p> <p>Gloucestershire County Council</p> <p>Housing Strategy & Enabling Officer</p> <p>Housing Options Team</p>
<p>We will continue to work with CBH's Housing Options Team, and partners across the county, to keep under review emerging pressures and identify potential solutions to any increase in homelessness linked to COVID-19</p>	<p>Regular analysis of needs via relevant partnerships</p> <p>Potential allocation/reallocation of funding, as required</p>	<p>2022/23</p>	<p>Housing Strategy & Partnerships Manager</p> <p>CBH – Housing Options Team District Authorities across Gloucestershire</p> <p>Gloucestershire County Council</p> <p>Public Health</p>
<p>We will work with CBH's Housing Options Team to ensure any additional MHCLG funding opportunities are directed into homelessness prevention initiatives</p>	<p>Agree new funding arrangements</p> <p>Target: 40 homelessness acceptances 240 positive homelessness prevention and reliefs</p> <p>20 households in Temporary Accommodation (of which no more than 5 will be in B&B).</p>	<p>2022</p> <p>2022/23</p> <p>31st March 2022</p>	<p>Housing Strategy & Partnerships Manager</p> <p>CBH - Housing Options Team</p>

We will work with CBH Housing Options and low-level accommodation based support providers to ensure the implementation of fair and effective pathways to independent living.	Review of working practices against agreed KPIs	Complete but will keep open for potential further review during 2022/23	Housing Strategy & Partnerships Manager/Housing Strategy & Enabling Accommodation Based Support Providers CBH – Housing Options Team
We will regularly monitor the outcomes of the grant funded Gloucestershire Nightstop service in terms of its provision of emergency accommodation for young people.	6 Monthly Monitoring Meetings	Ongoing throughout term of 3 year grant (2021-24)	Housing Strategy & Enabling
Gloucestershire Nightstop will pilot a “Supported Lodgings” scheme that will provide safe, supported, settled accommodation placements in the homes of trained and vetted Landlord Providers	Monitor, review and Consider future long-term delivery options following outcomes of the ‘supported lodgings pilot’s scheme.	2022 - 23	Gloucestershire Nightstop
Gloucestershire Nightstop will pilot a ‘peer befriending’ project that will provide mentoring and peer support to young people experiencing homelessness.	Monitor, review and consider future long-term delivery options following outcomes of the ‘peer befriending’ pilot scheme.	Autumn 2023	Gloucestershire Nightstop
Gloucestershire Nightstop will pilot a ‘day stop’ service that will provide intensive support and a ‘safe space’ during the day for a set number of young people who are homeless or at risk of homelessness.	Monitor, review and consider future long-term delivery options following outcomes of the ‘day stop’ pilot scheme.	Autumn 2023	Gloucestershire Nightstop
We will monitor Cheltenham Borough Homes’ delivery of the council’s Housing Options Service to	Quarterly performance and finance meetings	Ongoing	Housing Strategy & Enabling Housing Strategy & Partnerships Manager

ensure it is supporting key outcomes and increase its transparency/accountability	Agreed reporting format for dissemination to agencies within the council's Housing & Support Forum	Complete and now ongoing	CBH - Housing Options Team Housing & Support Forum
We will monitor Citizens' Advice delivery of our Advice & Inclusion Service	Quarterly performance meetings	Ongoing	Housing Strategy & Enabling Housing Strategy & Partnerships Manager Citizens' Advice
We will ensure that we make best use of Discretionary Housing Payments to support households who are in a short term crisis	Review outcomes from new protocol arrangements agreed between CBH – Housing Options Team and CBC – Revenue Benefits Team Ongoing awareness raising and sharing of outcomes/expenditure to date via Housing Support & Forum	Quarterly performance meetings Quarterly partnership meetings	Housing Strategy & Enabling CBH – Housing Options Team CBC – Revenue Benefits Team
In the event of our MHCLG allocated DHP funding running out, we will apply for the MHCLG for approval to allocate funding from the council's Housing Revenue Account to top up Discretionary Housing Payments for our council tenants	Regular review of spend against budget	Ongoing	s.151 officer/ Head of Revenues and Benefits Housing Strategy & Enabling Cheltenham Borough Homes
We will develop alternative accommodation options for care leavers and ensure consistency for care leavers across the six districts	We will review the Southwark Protocol (joint working arrangements between the county and district councils for homeless 16-17 year olds Clarity of offer via updated Homeseeker Plus Policy	Summer 2022 Complete	CBH – Housing Options Team District Authorities Gloucestershire County Council Homeseeker Management Board

	Review of working practices generally – via Task & Finish Group, reporting into county-wide Strategic Housing Partnership	Summer 2022	Strategic Housing Partnership
We will review emergency accommodation provision for the homeless (standards and location)	Consideration and potential implementation of new options with a view to improving standards and increasing choice	Complete	CBH Housing Options Team
We will ensure we remain compliant with the Chartered Institute of Housing's 'Making a Stand' initiative to support victims of domestic abuse	Key initiatives implemented, as part of the pledge Annual review of Domestic Abuse Policy	Ongoing 2022/23	CBH – Community Services CBH – Community Services
We will work with Housing Options and other partners to ensure delivery of the MHCLG 2020-2021 funding 'to support victims of DA and their children within safe accommodation'	Quarterly monitoring outcomes of 2 county-wide Domestic Abuse Interventions Officers (2 year fixed term posts) sitting within Cheltenham's Housing Options Team	2022/24	CBH – Housing Options Team Housing Strategy & Enabling Gloucestershire County Council District Authorities
We will support the implementation of the new Domestic Abuse Strategy via the development of new partnership and commissioning arrangements	New Partnership arrangements in place across county Agreement on district based commissioning arrangements, including a review of 'places of safety' provision and retaining our commitment to funding target hardening and sanctuary schemes	Complete 2022/23	Housing Strategy & Enabling Gloucestershire County Council District Authorities CBH – Housing Options Team
We will continue to work with ex-offenders who are homeless to help explore alternative housing solutions balancing risks and taking	Keep under review existing pathways and explore potential for a jointly funded county-wide role to work alongside probation and	2022/23	CBH – Housing Option Team

account of the needs of the local area	prison services and housing for clients being released from prison		
We will build positive relations with quality care mental health services to support a joined-up approach to safeguarding.		Ongoing	CBH – Community Services
We will work with voluntary agencies via our Housing & Support Forum and involve people with lived experience in the forum to help shape future service delivery.	Identification of potential recruits to the Housing & Support Forum	2022/23	Housing Strategy & Enabling Housing & Support Forum
We will implement the new county homelessness partnerships to plan for and to support the delivery of housing and homelessness services	Terms of References agreed Partnerships in place and reporting mechanisms established Review of Partnerships	Spring/Summer 2021 Autumn 2021	Housing Strategy & Partnerships Manager District Partners
Cheltenham Housing Aid Centre will seek to identify other partnerships that may benefit from the life skill workshops	Secure key partners	2022/23 and ongoing	CHAC/Other potential users of the service.
Cheltenham Housing Aid Centre will write and deliver a training programme for professionals to increase their housing knowledge.	Deliver training to professionals.	October 2023	CHAC and key professionals in need of housing advice training.
Cheltenham Housing Aid Centre will actively seek funding to provide specialist housing advice to vulnerable people.	Funding opportunities identified	Spring 2023	CHAC

Outcome 3B – Tackling Rough Sleeping

ACTION	TARGETS OR MILESTONES	TARGET DATE	LEAD/ PARTNERSHIPS
<p>We will work collaboratively with partners to ensure previously awarded funding is implemented effectively across the borough, by reviewing outcomes. This includes the rolling out of additional funding and (re)commissioning of the following services:</p> <p>Recommissioning of Cheltenham’s Somewhere safe to stay hub;</p> <p>Decommissioning of Housing Navigator Service and embedding this service within Housing Options Teams;</p> <p>We will monitor and review the effectiveness of the newly commissioned Assertive Outreach services to support rough sleepers into accommodation</p>	<p>New contract in place and new practices agreed across Housing Options Services</p> <p>Monthly partnership meetings to review performance/monitor outcomes for above services</p> <p>Target: Rough sleeper estimate/count: 3 or under</p>	<p>Summer/Autumn 2022</p> <p>Summer/Autumn 2022</p> <p>Quarterly Partnership review meetings</p>	<p>Housing Strategy & Enabling</p> <p>District Authorities and County Council</p> <p>Clinical Commissioning Group/health</p> <p>Police and Crime Commission</p> <p>County-wide housing partnerships</p> <p>CBH Housing Options Team</p> <p>Housing Strategy & Partnerships Manager</p> <p>Programme Management Group (county-wide, CBC the lead)</p>
<p>We will seek to ensure future funding opportunities are actively sourced.</p>	<p>As opportunities arise these will be picked up via monthly partnership meetings.</p>	<p>2022/23</p>	<p>Housing Strategy & Enabling</p> <p>District Authorities and County Council</p> <p>Clinical Commissioning Group/health</p>

			Police and Crime Commission
We will review outcomes from the 2021/22 (severe weather emergency protocol) and agree any necessary adjustments ahead of winter 2022/23	<p>Approach to winter 2022/23 SWEP agreed</p> <p>To review the potential to incorporate feedback about Homeless Link recommendations.</p> <p>To review the potential for a summer section to be added</p>	Autumn 2022	<p>Housing Strategy & Enabling</p> <p>District Authorities</p>
We will support the Assertive Outreach Team in coordinating an annual count or estimate of the number of people rough sleeping throughout Cheltenham	Mechanism agreed with partners on this year's street count	Autumn 2022	<p>Housing Strategy & Enabling</p> <p>District authorities</p> <p>P3</p>
We will support the implementation of Billy Chip, in line with Council's motion in March 2021	<p>Include BA Hope foundation/relevant partners within Cheltenham's Housing & Support Forum for the sharing of new ideas</p> <p>Increase Billy Chip's profile by providing space on the council's website listing venues and other relevant information</p>	<p>Ongoing</p> <p>Reviewing timing in light of restrictions associated with covid-19</p>	Housing Strategy & Enabling
We will review the implementation of the 6 CBC-owned Housing Led dwellings that have been provided for rough sleepers who have complex needs.	Pathways and opportunities explored via partnership meetings and complex case cell.	2022/23	<p>CBH</p> <p>P3</p> <p>Housing Strategy & Enabling Officer Housing Strategy & Partnerships Manager</p>

We will extend our housing led initiative by a further 6 CBC-owned dwellings			
<p>We will complete a review of evictions from and barriers to access to supported accommodation in Gloucestershire to understand drivers of eviction and identify unmet needs.</p> <p>We will develop a protocol for managing evictions: including early identification of housing risk; decision-making/expectations around when evictions are necessary and when alternative/stabilisation interventions may be taken.</p>	To ensure there are minimal unplanned evictions from supported accommodation in Gloucestershire; and where evictions do take place a clear multi-agency approach to resolving homelessness is in place within 24 hours.	Autumn 2023	<p>Gloucestershire County Council Partnership Team Housing Strategy & Enabling</p> <p>Gloucestershire County Council CBH- Housing Options Housing Strategy & Enabling</p>
We will review support provided by Community Based Support to understand whether enhancement/additional provision is needed to respond to drivers of loss of accommodation (including in PRS) and/or will be as RSI funding for related services withdrawn.		2023-24	<p>Gloucestershire County Council Housing Partnership Team Housing Strategy & Enabling</p>
We will trial and review of a county-wide Offending Histories/Housing Officer position	To ensure that no individual will be released from prisons or custody suites without a Housing pathway in place which responds to the barriers created by their offending history.	2023-24	Housing Partnership Team

We will assess level of demand and future delivery options: including ongoing-funding.			
<p>We will review current preventative roles to assess whether existing expertise and staffing are appropriate to prevent inappropriate discharge from hospital.</p> <p>We will assess common ongoing health needs of rough sleeper discharges and current access.</p> <p>We will develop a clear protocol to manage hospital discharge.</p>	To ensure that no individual will be released from Gloucestershire hospitals or other health settings without a Housing pathway in place with support to respond to any ongoing health needs which are likely to jeopardise sustainment of accommodation.	2023-24	<p>District Authorities and County Council</p> <p>Clinical Commissioning Group/health</p> <p>County-wide housing partnerships</p> <p>Housing Strategy & Enabling</p>
We will ensure we have a proportionate and sustainable “off the street” offer in Cheltenham which can provide immediate shelter to rough sleepers entering the streets.	Recommissioning of a local hub, subject to successful RSI funding award.	Autumn 2022	<p>Housing Strategy & Enabling</p> <p>District Authorities and County Council</p> <p>County-wide housing partnerships</p> <p>PM (Programme Management) Group</p>
We will trial a countywide dedicated Multiple Disadvantage and Homelessness Outreach Team (MDT) to respond to non-Housing needs in a multi-disciplinary way	<p>Spec design</p> <p>New service in place</p>	2022-23	<p>Housing Strategy & Enabling</p> <p>District Authorities and County Council</p>

<p>without constraints of mainstream service assessment thresholds, settings etc.</p> <p>This is to ensure individuals in housing crisis alongside other forms of multiple disadvantage can access suitable professional support and interventions specialised in their needs</p>			<p>County-wide housing partnerships</p> <p>PM (Programme Management) Group</p>
<p>We will monitor the NSAP portfolio and referrals via referral panel.</p>	<p>Maintain our existing “Next Steps” accommodation portfolio as an option for individuals with a mixture of support needs.</p>	<p>2022-23</p>	<p>Housing Strategy & Enabling</p> <p>District Authorities and County Council</p> <p>County-wide housing partnerships</p> <p>PM (Programme Management) Group</p>
<p>We will ensure that a review of “Complex Needs” is delivered with clear identification of gaps in provision and supporting a clear strategic narrative on our commitment to this cohort.</p> <p>We will transition to clearer District leadership of multi-agency case management of rough sleepers with clear mandate/definition of role and upskilling or training as required.</p>		<p>2022-24 (to be agreed across partnership)</p>	<p>Gloucestershire County Council</p> <p>Housing Strategy & Enabling</p> <p>District Authorities</p> <p>CBH – Housing Options Team</p> <p>County-wide housing partnerships</p> <p>PM (Programme Management) Group</p>

<p>We will develop options for stronger multi-agency case management/single assessment and information sharing process to ensure whole of system approach in every case.</p> <p>We will assess successes/failures of the Complex Case Cell as an effective group for agreeing multi-agency actions</p>			
<p>We will review our new county-wide housing partnership governance structures following end of first year in current model.</p> <p>We will identify any key indicators or data from outside joint-commissioned services required to monitor whole of pathway.</p> <p>We will consider START and other referral panels as pathway into accommodation / support options.</p>		<p>2022-23</p> <p>2022-23</p> <p>2022-24 (to be agreed across the partnership)</p>	<p>PM (Programme Management) Group</p> <p>Housing Strategy & Enabling</p> <p>District Authorities & County Council</p> <p>County-wide housing partnerships</p>

Outcome 4 – Improving the health and wellbeing of our communities

ACTION	TARGETS OR MILESTONES	TARGET DATE	LEAD (in bold) / PARTNERSHIPS
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We will ensure that future communities established on the strategic urban extensions are cohesive and sustainable.	We will review the potential inclusion of new Preferred Providers to the JCS Affordable Housing Partnership	Ongoing, as needed	Housing Strategy & Partnerships Manager Tewkesbury & Gloucester District Authorities Preferred Registered Providers
We will review viability options for the potential regeneration of homes in the west of Cheltenham	Development & Regeneration Strategy (sitting within the council's overarching Housing Investment Plan) Scoping work to inform proposals for potential investment, including community development/engagement in priority areas	2022/23 2022/23 (and beyond)	Housing Strategy & Partnerships Manager Cheltenham Borough Homes: Technical & Investment; Community Services and Development
We will review existing lettings plans to ensure that an appropriate balance is being achieved between meeting housing need and ensuring communities are cohesive and sustainable	Lettings Plans reviewed and updated	Ongoing	Housing Strategy & Enabling CBH – Community Services
We will support the implementation of 'Welcome to the Future – A local model for building socially sustainable communities' as a model for social sustainability	We will explore how we can incorporate this model within a future Affordable Housing Supplementary Planning Document	2022/23	Housing Strategy & Enabling Planning Policy
We will implement a suite of initiatives for our tenants to: - reduce social isolation and improve overall health & wellbeing,	A new set of Community Investment Plans will be developed collaboratively between CBC and CBH	2022/23	CBH – Community Services CBC – Strategy & Engagement Manager

<ul style="list-style-type: none"> - improve access into education, training and employment, - ensure residents feel safe in their community, and - ensure tenants are involved and engaged both in CBH and in the community 			
<p>We will be the district housing representative on the Gloucestershire Mental Health and Wellbeing Partnership Board. This will support the implementation and awareness of the Gloucestershire Mental Health & Wellbeing Strategies and action plans including the Mental Health Crisis Care Concordat and the Gloucestershire Suicide Prevention Action Plan.</p>	Regular review of outcomes	Quarterly Partnership Meetings	<p>Housing Strategy & Enabling Gloucestershire County Council District Authorities</p>
<p>We will continue to review arrangements with UK Visas and Immigration (UKVI) to source private rented accommodation in Cheltenham for asylum seekers</p>	<p>Agree any changes to number of households being accommodated will be supported by Cabinet Member – Housing, subject to any changes made by the Home Office in terms of its intended roll-out of dispersal areas to all local authorities</p> <p>Review protocols arrangements as needed, following the government's intended roll-out.</p>	<p>2022/23</p> <p>2022/23</p>	<p>Housing Strategy & Enabling UKVI GARAS</p>

We will review grant funding arrangements for GARAS to support both refugees and asylum seekers living in Cheltenham	Officer decision published, in consultation with Cabinet Member – Housing 6 monthly monitoring	Spring 2022	Housing Strategy & Enabling
We will examine measures to reduce furniture poverty	Asset Mapping & gap analysis Improve access to household essential items and funding for people experiencing furniture poverty. Influencing policy – working with social housing providers to look at ways their policies and practice can reduce furniture poverty	Complete 2022/23	CHAC and members of the core group which inc Barnwood Trust, GCC, CBC, P3). Housing Strategy & Enabling Furniture Poverty Group Housing Providers Housing & Support Forum
We will promote awareness and take up of the council’s Lifeline Alarm Service	Range of promotion initiatives implemented throughout the year. Move current paper based customer data file to a new digital platform.	Ongoing 2024	Enforcement Manager Enforcement Manager
We will promote the awareness and uptake of assistive technology to help improve the wellbeing, safety and independence of residents in Cheltenham	Upgrade existing customers from Lifeline 400 units to new digitally compatible units in preparation to the digital switch over.	Complete	Enforcement Manager
We will work with key partners on a developing a range of initiatives that supports independent living	Evaluation of county-wide Frailty Housing Officer (with a view to	Complete	Gloucestershire County Council/health

	quantifying savings to health and social care system)		Gloucestershire County Council/health CBH – Community Services
	We (CBH) will continue to work with CCG to source psychological interventions to address complex trauma	Ongoing	
	We will explore the potential for Health Impact Assessment Toolkit to be introduced to assist developers in their plans for delivering homes on large sites	2022-24	Gloucestershire County Council/health District Authorities Lead Commissioner – Housing Services Planning Policy
	We will continue to promote the Home sharing scheme, where an older person can share their house with a young person in return for 10 hours of support a week, with a view to increasing the number of pairs during 2020/21.	Ongoing	Gloucestershire county council/health District Authorities
	We will undertake research to identify new ways by which active communities can be developed which support people to live independently in line with the Gloucestershire Integrated Care System Aim – i.e. to support people to stay healthy and independent and develop active communities that promote prevention/ self-care.	2022/23 (and ongoing)	Gloucestershire county council/health District Authorities

	We will consult with residents and implement a range of enhancements to create additional older peoples' community hubs within two of CBC's sheltered housing schemes, following a successful bid for Better Care Funding	Complete (Works now being implemented as detailed on page 8 under Outcome 2 – Making best use of housing)	Housing Strategy & Partnerships Manager Head of Communities – CBH
We will facilitate large scale adaptations through the availability of means tested Disabled Facilities Grants and work with districts and Gloucestershire County Council to bring about a more consistent approach to how adaptations are provided across the county	The DFG Forum will continue to develop a Hub and Spoke approach to bring the 6 districts together Develop and approved list of surveyors and contractors	Ongoing 2022/23	District Authorities Gloucestershire county council/health
We will invest in improvements to the stock of park homes in the county, including Cheltenham	Insulate a further 20 homes within Cheltenham using the additional DFG funds agreed by the DFG forum.	2022/23	District councils, County council, Health, Severn Wye Energy Agency
We will increase support for people receiving treatment for cancer re benefits advice	Ongoing funding and monitoring outcomes of a CAB adviser in Cheltenham General Hospital	2022/23	District councils, County council, Health, CAB